



Community Services Directorate March 2016 update

A message from the Executive Director

Welcome to the March 2016 Community Services Directorate (CSD) newsletter for our sector partners.

This month we are reporting on the progress that has been made with the development of a *Community Sector Industry Plan*, particularly the publication of the scoping paper. There are also a great many *Better Services* updates I am pleased to share, and I thank everyone from the sector who has been involved with this system-reforming work. Unsurprisingly, we have had interest from other jurisdictions nationally and internationally about how they can learn from our innovative reforms, and I think much of our success can be attributed to the co-design process and continued commitment from sector and government.

This newsletter also contains updates about the Standards & Performance Pathways business tool, the whole of government updated Service Funding Agreement template (along with details of how to RSVP to an upcoming information session), our work progressing commissioning for outcomes, and procurement for the Human Services Gateway.

Please do not hesitate to contact my office with any queries, or with information about anything you would like to see covered in future editions of this newsletter.

Maureen Sheehan, Executive Director, Service Strategy and Community Building

Community Services Industry Plan Update

KPMG is continuing to work on behalf of the Industry Plan Steering Group to conduct research and consultations and draft the plan. The Steering Group has recently approved a scoping paper to support consultation with community services providers and other stakeholders. The scoping paper can be found at: <http://www.communityservices.act.gov.au/hcs/community-sector-reform>

The scoping paper includes discussion about the purpose of industry plans, what they offer and lessons learnt from similar efforts in other jurisdictions; how to build on past ACT work such as the Human Services Blueprint; a definition and profile of the community services industry including its economic contribution; environmental challenges; the plan's development process; and consultation questions.





The Draft Industry Plan and an industry survey will be released 24 March 2016. If you would like to receive a copy of the Draft Industry Plan, the survey, or participate in a focus group in April, please contact: industryplan@kpmg.com.au

KPMG is conducting a range of consultations designed to capture the views of different parts of the industry; identify and articulate the industry's views on current and future strengths, weaknesses, opportunities and threats, priority areas for development and actions for the first three years; and co-design the Industry Plan with the sector so that there is ownership of the Industry Plan.

A policy officer position has been funded within ACTCOSS by the co-contribution levy to support sector engagement with the development of the Industry Plan. The final Industry Plan will be delivered by mid-2016.

Better Services update

Outcomes from the Next Steps for Better Services Survey

Following the well-attended *Changing Lives: Better Services Design Workshop* in November 2016, the *Next Steps for Better Services Survey* was released to test the priority action areas identified at the workshop. Importantly, these results validate the work already underway and highlight the importance of maintaining and embedding this work overtime. The Better Services Taskforce has considered these outcomes and will be using them to inform the future work program for Better Services. If you would like to receive further information about survey outcomes and system enabling projects, please contact Nicole Moore at nicole.moore@act.gov.au

Better Services Branding Guidelines

The Better Services Taskforce has endorsed new Branding Guidelines to support services and programs interested in identifying as Better Services. This will ensure increasing awareness of how services can align with the Better Services framework. This will also promote services' commitment to delivering a better client experience and outcomes with better services. For more information please visit www.better.services.act.gov.au or email CSD.Media@act.gov.au

Evaluation of Better Services

The Nous Group has been engaged through a competitive tender process to undertake the evaluation of the Better Services reforms to date. The reforms will be evaluated against the Human Services Blueprint triple aim: improving individual experiences of services, improving community resilience and participation, and ensuring the effective use of available resources to support the sustainability of Better Services in the





future. A key focus of the evaluation will be to learn from what is working, and to identify opportunities to improve the reform efforts over time.

Information Sharing Protocol

The Human Services Cluster (Community Services, Health, Justice and Community Safety, and Education and Training Directorates) has agreed to implement the *Better Services Information Sharing Protocols*, initially in West Belconnen. Directorates have nominated training officers from within their learning and development areas, to support the roll out. A meeting has been scheduled for mid-March 2016 to work through the training package and agree on the best way to deliver the training to all health, education, justice and community services in the West Belconnen area. Trialling the protocols in West Belconnen will enable lessons to be used to inform a broader roll out across the human services system.

Better Services Information Portal- My Canberra

Better Services have partnered with Volunteering and Contact ACT to enhance the functionality of the Better Services website to assist people to access information on a range of services and supports, including opportunities to participate in the community. The portal is also being designed to support front line workers in identifying and connecting clients to the right services and supports to meet their needs. The intuitive information portal will be tested with service users and front line workers over the coming months to ensure usability. It is anticipated that the portal will be launched in July 2016.

Local Services Network

The West Belconnen Local Services Network hosted a Collective Impact Workshop on 22 February 2016, to learn about the Collective Impact framework and how this could be implemented in West Belconnen to achieve social change at a population level. The group discussed the possibility of trialling the Cradle to Career approach that focuses on needs and outcomes from pre-natal to 21 years. The Network Leadership Group will progress this discussion with the broader Network as part of their planning for the year ahead. A story on the event is available at: <http://www.betterservices.act.gov.au/about/latest-news-and-updates>

Strengthening Families

Strengthening Families Practice Leaders have become Children of Parents with Mental Illness (COPMI) Champions after receiving training on child aware practices. This will enable Practice Leaders to better support Lead Workers who are helping families impacted by mental illness. The training has already led to improved outcomes for families and in particular children, in this client group. Almost 70% of families supported by Strengthening Families have identified mental illness as a current barrier in their lives.

A story on the impact of Practice Leaders becoming COPMI Champions will soon be available at: <http://www.betterservices.act.gov.au/about/latest-news-and-updates>





ACT Government Quality Portal to Standards & Performance Pathways (SPP)

CSD has received more than 30 community service providers taking up the subscriptions to the new online tool rolled out by the ACT Government on 5 February 2016.

CSD received a query from our community service providers regarding the use of information within the portal. CSD does not intend to seek access to any detailed information associated with individual service providers including: the answers to any assessments, evidence uploaded within the portal, or work plans. The only information CSD will have access to will be:

- the names and contact details of the service providers within the portal; and
- aggregated data only which indicates the progress and status of the portal group as a whole towards assessment and accreditation. None of this information will be identifiable to any specific service provider.

As a reminder, to take up the offer by 31 March 2016, or for further information about SPP, visit <https://spp.ngoservicesonline.com.au/portal/act-quality-portal>

Service Funding Agreement template

Community sector organisations were last year consulted on changes to the whole-of-government Service Funding Agreement template. Updates have now been finalised and an information session will be held on 30 March 2016 from 1:30pm-2:30pm at Nature Conservation House, corner of Benjamin Way and Emu Bank, Belconnen.

If you would like to attend the information session, please RSVP to Kristie Perrin via e-mail:

DHCSContractsandGrants@act.gov.au

Commissioning for outcomes

CSD is exploring ways to establish an innovative commissioning environment with service providers. The benefits of this new approach will be to support better client and community outcomes.





Along with this strong focus on outcomes, the new approach will drive the provision of high quality, sustainable services and increase confidence that investments are achieving greater value for money for the Territory.

Work is under way to design a set of complementary frameworks and elements that will underpin the future commissioning of outcomes. This process has begun with bringing together existing outcomes reporting frameworks across the Directorate and ACT-wide to develop the *Human Services Foundational Outcomes*. The next step will be to test and refine these foundational outcomes with key stakeholders. In addition, partners will be invited to identify requirements for designing outcomes for key target groups of the community sector.

Detailed work will soon begin to work with partners to develop other key elements including outcomes purchasing, management and performance and accountability frameworks. For more information, including if you are interested in receiving a copy of the draft outcomes framework, please contact melanie.saballa@act.gov.au

Human Services Gateway

The Human Services Gateway (Gateway) is currently being developed to better provide holistic, person-centred access to the human services system. The Gateway aims to simplify the way people access services across the ACT, such as housing, family support and disability.

An innovative procurement process is currently underway which will result in the procurement of a Lead Provider or a Lead Provider led-consortium to run the Gateway from 1 July 2016. The procurement process began with the release of a Notice of Intention to Tender (Notice) on 1 February 2016, followed by an open information session with attendance from more than 50 individuals from more than 25 organisations.

The Notice also invited all interested organisations to participate in two mandatory industry workshops to identify the key information needs of the sector, to enable them to respond to the government tender and finalise the scope of services for the Gateway.

The two workshops were held on 25 February and 2 March 2016. Over 22 organisations were represented at both workshops. The Workshops reflected on the long history of cooperation and design culminating in a centralised access to human services in the ACT (through the One Human Services Gateway) and other Better Services Initiatives.





The workshops provided a forum for the participants to provide feedback on the scope of services and clarify key concepts.

While being the first step in a competitive procurement process, participants at the workshops displayed a strong commitment to enhancing human services delivery through a more integrated Human Services Gateway.

Additional information and queries

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